



## Work Instructions

DIRECTIVE NO. 210 - WI - 5100.1.3B  
EFFECTIVE DATE: February 17, 2000

APPROVED BY Signature: ORIGINAL SIGNED BY  
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TITLE: Chief, Procurement Operations Division

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**Responsible Office:** 210 Procurement Operations Division

**Title:** ***BANK OF AMERICA MASTERCARD CREDIT CARD PROCUREMENT  
CARDHOLDER PROCEDURES***

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### P1. PURPOSE

This Work Instruction outlines procedures for Procurement Credit Cardholders

### P2. SCOPE

This instruction is applicable to acquisitions of products or services within the scope of the GSFC Quality Management System (See GPD 1270.3).

### P3. DEFINITIONS

No unique terms.

### P4. RECORDS, REPORTS AND FORMS

Quality Record	Record Custodian	Retention Period
Copies of PO's (separate from the official PO file)	Procurement Cardholder	3 years from the Monthly Statement date
Copies of your Monthly Statements		
<i>Bank of America</i> Dispute forms		
Correspondence from <i>Bank of America</i>		
Receipts, Credit Vouchers & any other records associated with charges		

### P5. SAFETY PRECAUTIONS AND WARNING NOTES

None.

### P6. REFERENCES

- Federal Acquisition Regulation (FAR)
- NASA Federal Acquisition Regulation Supplement (NFS)
- GPG 5100.1 Procurement

P7. TOOLS, EQUIPMENT, AND MATERIALS

None.

P8. CANCELLATION

210-WI-5100.1.3A

P9. INSTRUCTIONS

**CRITERIA FOR USE**

- Procurement cardholders utilize the credit card as a *payment mechanism* for a Purchase Order.
- Regulatory requirements (competition, etc.) remain the same.
- Purchases must be supported by obligated Purchase Orders.
- Complete shipments only. Partial shipments result in fragmented charges for a PO.
- **FOB Destination** only

**FOB Origin** PO's may result in the following:

The amount billed exceeds the PO obligated amount, requiring an additional funds modification to enable payment of your Statement.

The contractor illegally gives your credit card number to the carrier to bill the transportation charges. This results in two charges on your Statement--one from the contractor, one from the carrier. The carrier cannot be paid from the contractor's PO!

- Delivery of material should be within 30 days (except subscriptions).

**THE CARD CANNOT BE USED FOR:**

- Cash
- Telecommunication systems or services
- Rental of real property, land, or buildings
- Shipping charges
- Liquor stores. Beware of vendor types and the *appearance* of fraud, waste and abuse.

You are personally liable for improper purchases.

## SAFEGUARD YOUR CREDIT CARD

Activate the card by calling *Bank of America Government Card Services Unit (GCSU)* at **1-800-472-1424**.

Safeguard your credit card and documents that cite the card number.

The credit card has been issued with your name on it. **You are the only one who can use it.** No member of your staff, supervisor, family or anyone else may use the card.

You have been delegated a **Single Purchase Limit (SPL)** and a **30-day Limit**.

The **SPL** is the dollar limit for an individual purchase. An individual purchase can be for multiple items, but the total amount cannot exceed your SPL. Do not split your purchases to avoid exceeding your SPL.

The **30-day limit** is the dollar limit of purchases you can make in a calendar month.

Your Approving Official can request increases in your limits.

### Immediately report a lost or stolen card to:

**Bank of America GCSU – 1-800-472-1424**

**Greenbelt – Dawn Murvin, x64915; Wallops -- Sandy Savage, x72363**

Your Approving Official

*Bank of America* will cancel your old card, and you will be issued a **new** credit card and number. The Credit Card Program Manager must be notified so that SPS can be updated accordingly to enable payment of charges against the new card number.

Notify your Credit Card Program Manager if you transfer within or leave GSFC.

## THE TRANSACTION

### Telephone Order

- The purchase is U.S. Government tax exempt. **GSFC Tax Exemption #30005004.**  
**GSFC's Tax Id # 52-0734375.**
- Your name as shown on the credit card.

CHECK THE GSFC DIRECTIVES MANAGEMENT SYSTEM AT

<http://gdms.gsfc.nasa.gov/gdms> TO VERIFY THAT THIS IS THE CORRECT VERSION PRIOR TO USE.

- The credit card number (Tell the vendor **not** to place your card number on any *package*.)
- The card expiration date.
- The PO Number. (If the vendor has "variable data capture" software, he can include the PO number in the charge transaction data so that it will print on your Monthly Statement)
- If the Vendor asks for your "billing address," give him your address as shown at the top of your Monthly Statement.

### **Over- the-Counter Purchase**

- Take a copy of the Tax exempt certificate with you.
- Tell the clerk the purchase is U. S. Government tax exempt.
- Review the sales slip to ensure tax *was not charged*.
- Retain the sales slip with your PO copy.

The vendor should not charge your card until the item is picked up or shipped. *Bank of America* pays the vendor's bank two days after the vendor submits the charge transaction to them. The vendor should not submit an invoice to GSFC/Accounts Payable. **If a vendor sends you an invoice, retain it with your charge records.**

If a charge is **declined**, call the *Bank of America GCSU at 1-800-472-1424*.

### **PREPARE THE PURCHASE ORDER:**

- **Flag** the SPS field which indicates the PO is a Bankcard transaction with a "Y".
- Do **not** type your card number in the Purchase Order.
- Add 10% to the PO total in case the charge amount billed on your Statement exceeds the PO amount. Accounts Payable cannot pay a charge on your Statement unless the *PO amount* is sufficient.
- **Vendor PO copy -- X out "Submit Invoice to..." and write "Credit Card Payment."**
  - **The Vendor should not submit an invoice.**
  - **Bank of America pays the Vendor's bank.**
- Write *Credit Card* on the PO folder.
- Retain a copy of the PO separate from the Official PO File.

## DOCUMENTATION

Retain the following records for 3 years from the Monthly Statement date:

- Copies of PO's (separate from the official PO file)
- Copies of your Monthly Statements
- *Bank of America* Dispute forms
- Correspondence from *Bank of America*
- Receipts, Credit Vouchers & any other records associated with charges

Record the **actual received date** for supplies or services on your copy of the PO.

If an item is returned for replacement or credit to your account, get proof of delivery. If returned for a *credit*, request a Credit Voucher; the credit should appear on a subsequent Monthly Statement.

Your records could be organized as follows:

**Outstanding charge file** -- Copies of PO's and other documents associated with charges not yet been billed on a Monthly Statement. Contact the Vendor about any charges or credits due which do not appear on your Statement within 2 months of the transaction date.

**Dispute file** -- Copies of Dispute forms and related Monthly Statements.

**Completed file** -- Copies of Monthly Statements, copies of the PO's for the charges billed on the Statements, and related receipts, etc.

## RECONCILE YOUR MONTHLY STATEMENT OF ACCOUNT

Our billing cycle ends the 23rd. Each month with charges, *Bank of America* will send you a Monthly Statement, which you should receive the beginning of the Month. If you have not received it within 7 work days from the 23rd, call *either Bank of America at 1-800-472-1424* or your cognizant *Credit Card Program Manager* for a reprint.

If you will be unavailable to reconcile your Monthly Statement, give your records to your Approving Official to arrange for someone to reconcile your Statement.

1. **Verify the accuracy** of the Statement:

Merchants and amount(s) are correct.

**Items have been received. (You'll have to contact the technical official.)**

2. **For each charge:**

Write a **brief description** next to the charge.

Write the **Purchase Order** Number next to the item description.

3. CH and AO sign the Statement at "**Reviewed by.**"

4. **Retain a copy and send the Monthly Statement within 1 week of receipt to:**

**Greenbelt: Barbara Parmenter, Accounts Payable, Code 151.3A**

**Wallops: Amy Strong, Code 151.W.**

**Credits** -- identified by (-) after the amount. A Credit may result from your submission of a *Dispute Form* to *Bank of America* or a voluntary credit by the vendor.

**Link the credit to the charge it applies to by posting the related charge's Monthly Statement date on the description line next to the credit.** If the credit applies to a charge on the same Statement, no action is required.

**Discrepancies** (See "Disputes")

If you find a discrepancy on your Monthly Statement, call the vendor for information. If you choose to dispute the charge, write a brief explanation next to the charge.

If you dispute a charge because you did not authorize it (no PO#), write **JON 151-010-01-01-25** next to the charge. Accounts Payable pays disputes in anticipation of receiving a credit and needs a Job Order Number.

**DISPUTES**

Taxes or Transportation costs cannot be **formally** disputed, but you can ask the Vendor to credit your credit card.

1. If you find a discrepancy on your Monthly Statement, call the vendor for information. If you cannot identify the charge, ask the vendor to send you a copy of his charge record. You can choose to informally address it with the Vendor or dispute the charge with a Bank of America Dispute form.

2. If you cannot informally resolve an issue with the Vendor:

- **FAX a *Dispute form* for each disputed charge within 60 days from the Monthly Statement date to:**

**Bank of America GCSU, Toll-Free FAX number 1-877-217-1033 or 1-602-597-5158**

- Send your AO-approved Monthly Statement, **with a copy of the *Dispute form*** to:

**Greenbelt: Barbara Parmenter, Accounts Payable, Code 151.3A**  
**Wallops: Amy Strong, Code 151.W.**

**Unresolved Disputes:** If the issue cannot be reasonably resolved with the merchant or the problem is an unresolved transaction or “billing error,” the cardholder should fax the **Dispute** form to the **Bank of America GCSU** at (toll-free) 877-217-1033 or 1-602-597-5158. Upon receipt of the Dispute form, the cardholder will receive a *provisional* credit. Bank of America will acknowledge the billing error assertion in writing within 30 days of receiving the assertion. Additionally, Bank of America will resolve the billing error assertion within two full billing cycles after the assertion, not to exceed 90 days.

If Bank of America determines that a billing error **did not** occur, the transaction amount will be billed on the next statement after the dispute investigation is complete, and a letter will be mailed with an explanation. If Bank of America determines that a billing error **did** occur, the cardholder will receive a letter advising them that the error has been corrected, and credit will remain on the cardholder’s account.

**Dispute Tracking:** Items that are in *dispute* will **not** be considered past due.

## **APPROVING OFFICIAL (AO) RESPONSIBILITIES**

Cardholders should submit their Statements to you for approval not later than the end of the first week of each month.

Review CH Monthly Statements to verify that items charged are:

- for official business.
- supported by an obligated Purchase Order or SPS account.

The Statement submitted to you by the CH should have a **summary item description and the PO number written next to each charge** by the CH. A copy of any *Dispute form* should be attached to the Statement.

- The AO-approved Monthly Statement should be sent within 7 days of CH receipt to:

**Greenbelt: Barbara Parmenter, Accounts Payable, Code 151.3A**

**Wallops: Amy Strong, Code 151.W.**

- In CH's absence, arrange for someone to reconcile the CH's monthly statement and send to Accounts Payable. If the CH's monthly statement cannot be located, contact *either* the *Bank of America GCSU at 1-800-472-1424* or the *cognizant Credit Card Program Manager* for a reprint. Upon the CH's return, obtain his/her signature on a copy of the statement and submit to Accounts Payable.
- Appoint an alternate AO to cover your responsibilities during absences.
- Request any increase in CH limits.
- Resolve improper use of the credit card; dispense disciplinary penalties.

## RESOURCES

***Bank of America GCSU, phone 1-800-472-1424***

GSFC Stores Stock: <http://logs-web.gsfc.nasa.gov/>.

*GSA Advantage*: <http://www.fss.gsa.gov/cgi-bins/advwel>

SEWP – <http://www.sewp.nasa.gov/sewpdoc/vendorcontacts.shtml>



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**EFFECTIVE DATE:** February 17, 2000

### CHANGE HISTORY LOG

Revision	Effective Date	Description of Changes
Baseline	4/22/1999	
A	8/4/1999	Revised to reflect change in Card Provider from IMPAC to Bank of America.
B	Feb. 17, 2000	Administrative Corrections updating P4 Records to the current format and adding 210-WI-5100.1.3A to P8. Cancellation